



Family Involvement in Systems of Care

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- Monterey County Systems of Care – La Familia Sana/The Healthy Family
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- In Monterey County the transformation of Systems of Care to involve youth and families is currently underway.
- We want to share about the journey we have taken in the process of transforming.





What is a System of Care?

A system of care is a coordinated network of agencies and providers that make a full range of mental health and other necessary services available for children and youth with mental health problems and their families. The system of care model is based upon a philosophy that includes these major elements:

- *Family Driven and Youth Guided*
- *Strength Based*
- *Multi Agency Collaboration*
- *Cultural Competency*
- *Evidence Based Practice*



Systems of Care can only be successful if they are Family-Driven



What does family driven mean?

Family-driven means families have a primary decision making role in the care of their own children as well as the policies and procedures governing care for all children in their community.

- *Practice/Program Level*
- *System Level*
- *Policy Level*



How can Youth and Families impact services?

- Budget decisions
- Program planning and implementation
- Data collection and evaluation of projects
- Informing policy makers and developing policy
- Hiring youth and families as project staff
- Involving youth and families on all committees
- Involving youth and families in the hiring process



Family Involvement on the Program Level

- **Families should have a voice in the development and implementation of their child's/youth's service plan.**



- *Infrastructures have been created to track the number of families that are involved in the service plan of their child/youth.*
- *Quality Improvement Indicators of meaningful family involvement.*
- *Family Partnership Collaborative Team Model.*



Family Involvement on the System Level

- **Families should have a voice in the way services are delivered.**



- *Families are part of the Governance Council.*
- *Families participate in regional and national conferences.*
- *Family Advisory Subcommittee is established.*
- *Families developed a local evaluation survey.*



Family Involvement on the Policy Level

- **Families should have a voice in policies impacting their child's/youth's health.**

➤ *Families were involved in developing a policy around consumer reimbursement.*

➤ *All family feedback will be entered into a database and analyzed for key themes. A protocol and format is being developed to present feedback and concerns to the Governance Council.*





Why is it important to partner with Youth and Families?

To work in partnership with service providers and partnering agencies to ensure that the services are helpful, accessible and supportive of the needs of youth and families in Monterey County.

“Youth are both consumers and experts in the mental health field, and their expertise should be fostered and utilized in policy and program development, governance, and evaluation”

-Gary Blau, Ph.D., Chief

Child, Adolescent and Family Branch

Center for Mental Health Services

Substance Abuse and Mental Health Services Administration



Challenges

- **Organizational culture** that protects the professional and often tends to view families as part of the problem.
- **Lack of clear policies and procedures** around family involvement (computer access, family members directly interacting with other families.)
- **Life** (Families are busy and often still need to address issues related to their own child's mental health needs.)



“Those who say it cannot be done should not interrupt the person who is doing it.”

Chinese Proverb

Thank you for taking the time to attend this workshop!!
And for all you do for youth and families!!

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